

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings of claims in the application:

**Listing of Claims:**

- 1-2. (Canceled)
3. (Currently amended) The method of claim [1] 32, wherein the customer attribute information comprises information identifying either one or both of (a) particular personal attributes of the customer and (b) attributes of an account maintained for the customer.
4. (Original) The method of claim 3, wherein the customer attribute information further comprises data identifying the bank account of the customer
5. (Original) The method of claim 3, wherein the customer attribute information further comprises the address of the customer.
6. (Currently amended) The method of claim 3, wherein the customer attribute information further comprises data relating to prior transactions conducted by the customer.
7. (Original) The method of claim 3, wherein the customer attribute information further comprises data identifying whether the customer is sight-impaired and wherein the customer offer information operates the terminal so as to increase the size of transaction information displayed on the terminal.
8. (Canceled)
9. (Original) The method of claim 3, wherein the customer attribute information comprises data identifying the customer as having a special customer status.

10. (Original) The method of claim 9, wherein the customer offer information comprises data causing the information processing system to notify a human administrator of the special customer status.

11. (Original) The method of claim 9, wherein the special customer status is a preferred customer status.

12. (Original) The method of claim 9, wherein the special customer status is a poor credit status.

13. (Currently amended) The method of claim 9, wherein the customer offer information **comprises relates to** display information to be displayed at the terminal and directing the customer to a human administrator.

14. (Currently amended) The method of claim [2] 32, wherein the customer offer information **comprises relates to** information for implementing a customer[-]specific service to a plurality of customers having related customer attribute information.

15. (Currently amended) The method of claim 14, wherein the terminal dispenses a card to the customer and wherein the customer offer information **comprises relates to** display information to be printed on the card by the terminal.

16. (Currently amended) The method of claim 14, wherein the customer offer information **further-comprises relates to** display information of potential interest to a plurality of customers having related customer attribute information, said display information comprising:  
promotion display information relating to a promotional event of potential interest to the customers.

17. (Currently amended) The method of claim 16, wherein the **customer offer display** information further comprises:  
administrator display information **having relating to** instructions for directing the customers to a human administrator for further action in connection with the promotional event.

18. (Currently amended) The method of claim 17, wherein the promotion display information is customer offer information further comprises:  
~~game display information to be~~ printed on a game card dispensed at the terminal, the game card separately having portions to be rubbed away to reveal information relating to game awards.

19. (Currently amended) The method of claim 18, wherein the customer offer information further ~~comprises~~ relates to:

transaction display information on one or more transactions that may be selected by the customers and then conducted at the ~~terminal~~ ATM.

20. (Currently amended) The method of claim 19, wherein the transaction display information displays information concerning standard transactions that are applicable to all customers who may use the terminal ATM, and such transaction display information is displayed when ~~none neither~~ of the promotion display information[,] ~~and~~ the administrator display information ~~and game display information~~ is transmitted by the information processing system to the terminal ATM.

21. (Currently amended) The method of claim 19, wherein the transaction display information is displayed when the promotion display information[,] ~~and~~ the administrator display information ~~and the game display information~~ is not displayed to the customer within a predetermined period of time after initiating a transaction at the terminal ATM.

22. (Currently amended) The method of claim [1] 32, wherein the ~~transaction-customer~~ specific ~~customer~~ information transmitted from the terminal ATM comprises data identifying the customer.

23. (Currently amended) The method of claim 22, wherein the ~~transaction-customer~~ specific ~~customer~~ information transmitted from the terminal ATM further comprises data identifying the type of transaction being conducted by the customer.

24. (Currently amended) The method of claim 22, wherein the ~~transaction-~~  
~~customer~~ specific ~~customer~~ information transmitted from the ~~terminal~~ ATM further comprises  
data identifying an account of the customer.

25-31. (Canceled)

32. (New) In a bank processing network having a plurality of automated teller  
machines (ATMs) and an information processing system, wherein the information processing  
system comprises a central marketing customer information file (MCIF) server and at least one  
integrated ATM monitoring apparatus, wherein the ATM monitoring apparatus and the ATMs  
are in two-way communication with each other and are located at a branch office of the bank, a  
method for providing customer service information to a customer conducting a transaction at one  
of the ATMs, the method comprising:

storing customer service information at the MCIF server, the customer service  
information including customer attribute information and associated customer offer information,  
the customer offer information relating to customer specific marketing to a customer based on  
customer attribute information of that customer;

in advance of a customer transaction, downloading at least parts of the customer  
service information from the MCIF server to the ATM monitoring apparatus, and arranging the  
customer service information at the ATM monitoring apparatus;

transmitting customer specific information from an ATM to the ATM monitoring  
apparatus in response to a customer conducting a transaction at the ATM; and

providing selected customer offer information from the ATM monitoring  
apparatus to the ATM in response to the customer specific information.

33. (New) The method of claim 32, further comprising:

storing a plurality of screen displays in advance at the ATM, each screen display  
relating to different customer offer information; and

displaying one of the screen displays at the ATM in response to the selected  
customer offer information being provided from the ATM monitoring apparatus to the ATM.

34. (New) The method of claim 33, wherein the bank processing network further comprises a central accounting system for storing transaction data for conducting transactions at the ATM, the central accounting system being separate from the central MCIF server, and wherein the bank branch office is located remotely from the central accounting system and central MCIF server.

35. (New) The method of claim 34, wherein the network is operated by one bank with a plurality of remote bank branch offices, wherein the central accounting system and the central MCIF server are located at a central location of the bank, and wherein the ATM monitoring apparatus and the ATMs are located at one of the branch offices of the bank.